

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

HUMAN RESOURCES ENTERPRISE

CANTEEN CLERK

DEFINITION

Under immediate supervision, performs limited clerical and food service work by assisting in the operation of an institutional canteen; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Assists in the stocking and pricing of standard canteen merchandise; assists in seasonal inventories; sells cigarettes, candies and magazines.

Assists in or prepares short order fried food servings; dispenses coffee, soft drinks, candies, sandwiches, and ice cream.

Sweeps floors and canteen area; fills sugar bowls, salt and pepper shakers; replenishes napkin holders; prepares pancake syrup; waits on tables; cleans deep friers and kitchen equipment.

Operates a cash register in receiving moneys; balances receipts against register tapes; assists in preparing and making bank deposits.

Assumes the duties of the supervisor (Canteen Operator) when absent; assists in ordering, receiving and stocking supplies and materials.

Assists in the orientation of resident helpers; provides incidental lead work in the operation of the canteen.

COMPETENCIES REQUIRED

Knowledge of inventory methods and procedures as related to retail selling.

Knowledge of kitchen utensils and usage.

Ability to interact with employees, residents and customers to establish and maintain effective working relationships.

Ability to learn merchandising methods and techniques.

Ability to learn short order cooking skills.

Ability to operate a cash register.

Ability to make correct change.

Ability to add, subtract, multiply and divide.

Ability to perform the work as demonstrated by successful performance through the probationary period.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

No specific education or experience is required.

Effective Date: 12/94 GR